Claims

1. A method (40) for determining the behaviour patterns of the users of a telecommunication system on the basis of information collected from the system, **characterized** in that

5   at least one variable or a combination of variables (41) of the telecommunication system is defined,

user-specific information (43) corresponding to the defined at least one variable or a combination of variables is filtered from the information collected from the telecommunication system, and

10   the users of the telecommunication system are classified on the basis of the filtered user-specific information (45).

2. A method (40) according to Claim 1, **characterized** in that said user-specific information is filtered from the telecommunication system in real time.

3. A method (40) according to Claim 1, **characterized** in that after said filtering
15 (43) of information the filtered information is saved (44) for later analysis.

4. A method (40) according to Claim 1, **characterized** in that after the classification (45), statistical analysis (46) is carried out on the classified information.

5. A method (40) according to Claim 4, **characterized** in that parameters
20 essential for the quality of service of the telecommunication system are regulated on the basis of said statistical analysis (46).

6. A method (40) according to Claim 4, **characterized** in that on the basis of said statistical analysis, conclusions (47) are drawn about the behaviour of a certain group of users in a telecommunication system.

25 7. A method (40) according to Claim 1, **characterized** in that the classes of behaviour patterns used in the classification of users are defined in connection with the definition of variables (41).

8. A method (40) according to Claim 1, **characterized** in that the definitions of the classes of behaviour patterns used in the classification of users are changed (48).

9.   A method (40) according to Claim 8, **characterized** in that said filtered unclassified information is classified into said new classes of behaviour patterns (49).

10.   A method (40) according to Claim 1, **characterized** in that at least one of the variables is the type of contract of the user.

11.   A method (40) according to Claim 1, **characterized** in that at least one of the variables is the type of system service.

12.   A method (40) according to Claim 1, **characterized** in that said telecommunication system is a mobile communication system (10).

13.   A system (50) for determining the users' patterns of behaviour in a telecommunication system, **characterized** in that said system (50) comprises at least

     means (51) for defining at least one variable or a combination of variables of the telecommunication system,

     filtering means (53) for filtering said user-specific information corresponding to at least one variable or a combination of variables from the information received from the telecommunication system, and

     classifying means (55) for classifying the users of the telecommunication system on the basis of said filtered user-specific information.

14.   A system (50) according to Claim 13, **characterized** in that the system is designed to process the information received from the telecommunication system in real time.

15.   A system (50) according to Claim 13, **characterized** in that the system has a memory (51) for saving said filtered user-specific information.

16.   A system (50) according to Claim 13, **characterized** in that the system has analysis means (56) for statistical analysis of the classification of the behaviour patterns of users received from the classifying means (55) and/or for defining new classes of behaviour patterns.

17.   A system (50) according to Claim 13, **characterized** in that the system (50) has regulating means (57) for regulating the values of parameters essential for the

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quality of service of the telecommunication system on the basis of the information received from the analysis means (56).

18. A system (50) according to Claim 13, characterized in that said telecommunication system is a mobile communication system (10).